

# Rhode Island

July/August

National Grid

# ENERGY IN ACTION

for our gas customers

# 2008

This issue

- ▶ Power of action
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## Putting the Power of Action to Work

This past May, National Grid launched a new brand position focused more on what we do, and what we help customers do to take charge of their energy use, manage its impact on the environment, and make a difference – we call that “The power of action”. Our newly designed customer newsletter is now called “Energy in Action”. Use it as a resource to help you use energy safely and efficiently as well as learn about the many programs and services we offer to help you manage your account.

As we seek the best solutions to address climate change and rising energy prices, we know you are also looking for ways to manage energy costs. National Grid is ready to step up and be a leader, not only by its own actions,

but by the actions it encourages others to take, helping our customers to simply and effectively put “The power of action” to work in their own lives. We’ve even provided an interactive guide, named Floe, who will show you how the actions you take can affect not only your home, but our planet. Visit [www.nationalgrid.com/floe](http://www.nationalgrid.com/floe) to learn more.



## Think Smart, Think Green

A good way to start taking action is to visit our new web site, [www.thinksmarthinkgreen.com](http://www.thinksmarthinkgreen.com),



where you can get rebate information on ENERGY STAR® products, shop for other energy efficient products, or just find some low or no cost

energy saving tips. Here are some helpful ideas for any time of the year:

### To use less energy when cooking:

- ▶ Cook with lids on your pans.
- ▶ If your gas burners have primarily yellow flames, gas is not burning efficiently.
- ▶ Use a separate oven thermometer to see if your oven has strayed from its temperature settings. If it has, use the thermometer when baking and roasting.
- ▶ Check the seal on the stove door for cracks or tears.

### Save on hot water costs:

- ▶ Operate a dishwasher only when full.
- ▶ Set your water heater at 120°F – higher temperature setting wastes energy and could be a scalding hazard.
- ▶ Insulate your hot water pipes to reduce heat loss.
- ▶ For older model water heaters, keep heat in by wrapping the tank in a special blanket available at hardware stores. Do not blanket newer, insulated models.
- ▶ Use cold water for clothes washing; otherwise, about 90% of your laundry energy use goes into heating the water.
- ▶ Install a low-flow showerhead and use up to 50% less water. A family of four can save 14,000 gallons of water plus the energy used to heat it each year!

 [www.nationalgridus.com](http://www.nationalgridus.com)  1.800.870.1664

**nationalgrid**

The power of action.

# New Toll-Free Gas Emergency and Customer Service Telephone Numbers

In order to serve you even more safely, efficiently and reliably, you can now reach us by telephone from anywhere using our new toll-free numbers:

**Gas Leak Emergencies 800-640-1595**  
**Gas Customer Service 800-870-1664**

Customers who are deaf, hard of hearing, or speech-impaired may continue to call 711. For emergencies, we're available 24 hours a day, 7 days a week. For general customer service, our hours are Monday to Friday, 7:30 a.m. to

6:00 p.m. and Saturday, 7:30 a.m. to 4:00 p.m. (Our customer service number is not available on Saturdays from Memorial Day to Labor Day). We've also enhanced our telephone system, making for a better experience when you contact us. There are no changes to National Grid electric service telephone numbers.



## Never Hang Anything on Gas Piping

For your safety, never hang clothing (or anything else) from gas pipes because the added weight of clothing (especially wet clothing being hung to dry) can weaken or break joints or fittings.

## It's Hurricane Season. And It's Never Too Late to Prepare



We're already well into the hurricane season, but you can still take time to prepare in case of an emergency.

Safety is the natural gas industry's top priority.

The industry spends

billions each year to maintain the gas distribution system's excellent safety record.

National Grid works with emergency responders, state, and local agencies to prevent and prepare for emergencies through training and periodic drills for the safety of our customers and the general public.

Although virtually all pipeline facilities are underground and are usually unaffected by wind and flooding, natural gas customers should be concerned about structural damage to property that could affect gas pipes and meters. Flooding may also affect gas equipment or appliances.

Unless advised by National Grid, you should not shut off your natural gas. If you suspect a gas leak, call National Grid at our new gas emergency number **800-640-1595** immediately.

### **How do I know if gas is leaking?**

A gas leak is often recognized by smell, sight or sound.

**SMELL** – Natural gas is colorless and odorless. A distinctive, pungent odor, similar to rotten eggs, is added so that you'll recognize it quickly.

**SIGHT** – You may see a white cloud, mist, fog, bubbles in standing water or blowing dust. You may also see vegetation that appears to be dead or dying for no apparent reason.

**SOUND** – You may hear an unusual noise like roaring, hissing or whistling.

### **What should I do if I suspect a gas leak?**

- ▶ Move to a safe environment.
- ▶ Call us immediately at **800-640-1595**.
- ▶ DO NOT smoke or operate electrical switches or appliances. These items may produce sparks that could ignite the gas and cause an explosion.
- ▶ DO NOT assume someone else will report the condition.
- ▶ Provide the exact location, including cross streets.

To learn more about hurricane preparedness, please visit **[www.redcross.org](http://www.redcross.org)**.

This is an important notice. Please have it translated.

Este é um aviso importante. Quiera mandá-lo traduzir.  
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ĐÂY LÀ MỘT BẢN THÔNG CÁO QUAN TRỌNG  
XIN VUI LÒNG CHO DỊCH LẠI THÔNG CÁO ẤY

Это очень важное сообщение.  
Пожалуйста, попросите чтобы  
вам его перевели.